



CONTINUOUS IMPROVEMENT POLICY

1. PURPOSE

Lift Up Voices is committed to continuous service improvement. Continuous improvement requires a deliberate and sustained effort and a learning culture. It is results-driven with a focus not only on strengthening service delivery but also on individual outcomes.

This policy guides the design and delivery of services and ensures Lift Up Voices maintains high standards, improves systems and processes, adapts to changing needs and demonstrates organisational improvement. This policy supports the NDIS Practice Standards. *Provider Governance and Operational Management*. It also reflects the National Disability Insurance Scheme Amendment (Getting the NDIS Back on Track No.1) Act 2024, which reinforces the need for evidence-based, participant-informed quality improvement processes.

2. SCOPE

This policy applies to the Directors, staff members and volunteers of Lift Up Voices. It also applies to consultants, contractors and any individuals involved in service planning delivery or oversight.

3. PRINCIPLES

- All services provided to people with disability and all processes and procedures undertaken by staff are the best they can be.
- Services are regularly reviewed and measured for quality and effectiveness.
- Staff and people with disability are encouraged to provide feedback on how to improve service delivery.
- People with disability should be involved in all decision-making processes that affect them.
- People with disability, family and carers can provide valuable insights about the effectiveness of services, highlight any gaps/or issues that arise and provide ideas for improvements and innovation.
- A learning culture of quality of the organisation ensures all staff, regardless of their role, contributes to service quality and quality management.
- Planning, resource allocation, risk management and reporting are critical for continuous improvement and part of an integrated approach that supports Lift Up Voices' mission and vision.
- Lift Up Voices is committed to innovation, high quality, continuous improvement, contemporary best practice and effectiveness in the provision of supports to people with disability.
- Improvement initiatives are tracked through the Continuous Improvement Register and linked to feedback, complaints, audits, incidents and reviews.

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- Continuous improvement is embedded into onboarding, induction, training, supervision and team reflection.

4. DEFINITIONS

Continuous improvement – the ongoing effort to improve services, systems, processes or products to maximise individual outcomes. Evidence-based approaches are used and the organisation adapts to changing needs of the community or people accessing services.

Quality management – systems and processes used to monitor, review, plan, control and ensure quality of services, supports or products. Sometimes referred to as quality assurance.

5. PROCEDURE

5.1 Planning and support

Lift Up Voices analyses internal and external environments to understand the broader disability sector and contemporary services. This includes planned engagement with people with disability and other key stakeholders to understand their needs and expectations and ensure a person-centred approach. Key stakeholders can include staff, families, carers, guardians, advocates and other relevant parties as appropriate.

Lift Up Voices uses a range of processes to proactively identify and recommend improvement opportunities including:

- Strategic planning
- Organisational planning
- Day-to-day service delivery and interaction with each other and with people with disability
- Incident reviews and trend analysis
- Feedback and complaints analysis
- Internal and external audit outcomes
- Risk assessments and WHS reviews
- Exit surveys and reviews of support plans

5. RESPONSIBILITIES

People with disability, families, carers, advocates and all staff are encouraged to speak up at any time and raise any concerns they have as well as provide their service improvement ideas on organisational processes, procedures and systems.

The Directors are responsible for the development and implementation of the organisational continuous improvement plan and are responsible for ensuring improvement actions are communicated, tracked and implemented at the service delivery level. All staff are responsible for identifying opportunities for improvement and participating in reflective practice.

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6. REPORTING

Lift Up Voices involves people with disability and staff in formal quality evaluations and complies with all legal and contractual reporting requirements. This includes all quality system requirements such as Serious Incident Reporting. Improvement actions are logged through the Continuous Improvement Register.

7. REVIEW AND EVALUATION

Lift Up Voices undertakes analysis and reporting of data and information to measure and evaluate performance against established goals. This includes regular audit activity to monitor and review performance and compliance with relevant standards and legislation as well as evaluate risks and identify strategies required. This includes:

- Gap analysis
- Complaints and feedback (formal or informal) including surveys
- Accident and serious incident reports
- Annual quality self-assessment
- National Standards for Disability Services self-assessment
- Service or process mapping and audit
- Service reviews with people with disability
- Staff exit interviews
- Exit interviews for people with disability, families and support personnel
- Post-incident debriefs and root cause analysis
- Annual review of safeguarding and risk plans to ensure continuous improvement links are implemented

8. POLICY REVIEW

The continuous improvement plan is reviewed annually. The Director/s reports outcomes against the objectives and any key performance indicators included in the plan. If at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly. This policy will also be reviewed following an audit, significant service change, or feedback that indicates improvement is needed.

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RELATED POLICIES

Abuse, Neglect and Exploitation Policy
Code of Conduct Policy
Compliments, Complaints and Feedback Policy
Incident, Response, Report and Investigation Policy
Individual Need and Provision of Service Policy
Occupational Safety and Health Policy
Participation and Integration Policy
Privacy and Confidentiality Policy
Quality Assurance Internal Audit Policy
Quality Assurance Policy
Risk Assessment Policy
Safeguarding for Participants Policy
Service Access Policy
Service Delivery Policy
Withdrawal of Termination of Services Policy

SUPPORTING DOCUMENTS

Client Consent and Talent Release Forms
Code of Conduct Staff Commitment Form
Continuous Improvement & Complaint and Policy and Procedure Registers
Continuous Improvement Plan
Incident Management Report Form
Risk Assessment Checklist

RELEVANT LEGISLATION OR STANDARDS

Disability Services Act 1993
Disability Services Regulations (2004)
NDIS Practice Standards and Quality Indicators (2020)
National Disability Insurance Scheme Act 2013, National Disability Insurance Scheme Rules, National Disability Insurance Scheme Terms of Business
NDIS Amendment (Getting the NDIS Back on Track No.1) Act 2024

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